



Photo: TekTone

Nurse-call systems

Snapshot

Average price per resident per room: Varies from about \$500 to about \$2,500 or more.

Typical delivery time: 1 to 2 weeks

Typical delivery charges:
Inquire with vendor, due to variances.

Average life span of product:
12+ years

Installation: Vendors install many, but some elements might be OK for facility staff to handle.

Average maintenance costs per year: Software and hardware maintenance and annual upgrade costs can be significant.

Buyers Notes

- Integration remains the buzzword with these systems, so the inclusion of many facets is taken for granted compared to years ago. Nonetheless, be sure to NOT take anything for granted. Because there are so many options and potential add-ons, it pays to be clear on everything up front.
- Learn the origin and manufacturer of the products you're considering. Support and follow-up are crucial, and partners need to be compatible, both up- and downstream.
- Research which elements might be waning or phased out in the near future. A nurse call system is not something you want to change frequently, though updates will consistently be offered, and for legitimate reasons.
- One of the most important discussions you can have is about how staff members want to be notified for alerts. Ask them.

"Look for integratable systems that work with wireless networks that also integrate with your business systems, like electronic medical records. You have to dig really deep to find answers sometimes."

— David Finkelstein, Chief Information Officer, Hebrew Home at Riverdale, Riverdale, NY

(Figures cited are averages of all respondents' answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)

Sources: All-Call Industries, Jeron, Protect Alert, Sensara, STANLEY, Symtech, TekTone, Wireless NurseCall Systems Inc.

**For a list of vendors go to the:
SAFETY & SECURITY section,
pages 137-138**